



Personnel Services Branch
1001 I Street
P. O. Box 4015
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(916) 322-4553

STATE OF CALIFORNIA – ENVIRONMENTAL PROTECTION AGENCY
DEPARTMENT OF PESTICIDE REGULATION



PROGRAM TECHNICIAN II
PROMOTIONAL EXAMINATION

Exam Code: 9DM08

SALARY RANGE: \$2,638 - \$3,209

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

WHO MAY APPLY This is a departmental promotional examination for the Department of Pesticide Regulation. Applicants must meet one of the following criteria to participate in this examination.

1. Applicants must have a permanent civil service appointment with the Department of Pesticide Regulation (DPR) as of the final filing date. Under certain circumstances, former DPR employees may be allowed to compete under the provisions of Rule 235 (See General Information section of this bulletin.); or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code §18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991. **NOTE: Veterans must provide a copy of their DD 214 with their application.**

HOW TO APPLY An Examination Application (STD 678) must be **POSTMARKED** no later than the final file date, **FEBRUARY 2, 2010**. Applications postmarked, personally delivered after 5:00 pm, or received via interoffice mail after the final file date will not be accepted.

Applications may be submitted by mail or in person to:

Department of Pesticide Regulation
Personnel Services Branch/Examinations Unit
1001 I Street, 4th Floor MS 4-B
P.O. Box 4015
Sacramento, CA 95812-4015

For your convenience, you may obtain a copy of the Examination Application (STD 678) via the Internet at:

<http://www.jobs.ca.gov/OEC/jobs/stateapp.aspx>

SUBMIT APPLICATIONS ONLY TO THE ADDRESS INDICATED ABOVE.

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, mark the appropriate box in question 2 of the Examination Application. You will be contacted about specific arrangements.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION It is your responsibility to make sure you meet the education and/or experience requirements stated below. Your signature on your application indicates you have read, understood, and possess the basic qualifications required. **Include your email address on application.** All applicants must meet the education and/or experience requirements for this examination by the final filing date of **FEBRUARY 2, 2010**.

NOTE: All applications **must** include: "To" and "From" employment dates (month/day/year), time base, and job titles/official civil classification titles, and detailed description of the specific duties performed. College course information **must** include: name and address of institution, title, semester or quarter credits, completion dates, and title and type of degree (if applicable). **Applications must also contain original signatures. Applications excluding any of this information may be rejected.** Resumes containing additional information may be submitted with the examination application.

MINIMUM QUALIFICATIONS Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "either I" or "II" or "III" etc. For example, candidates possessing qualifying experience amounting to 50% of the required time or Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

EXPERIENCE:

EITHER I

In the California state service, either (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

OR II

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

DESIRABLE COMPETENCIES In appraising the relative qualifications of candidates, consideration will be given to the range and depth of pertinent experience in the following DPR Professional Development Competencies: Communication, Continual Learning, Customer Service Orientation, Decisiveness, Ethics and Integrity, Flexibility and Adaptability, Interpersonal Awareness, Partnering and Networking, Patience, Perseverance, Problem Solving, Self-Motivation, Sustained Commitment, Teamwork, Technical Credibility, Transparency, Valuing Diversity. For a further description of these competencies go to <http://admin/localdocs/successplan/competencies/jobcomps.pdf>.

See reverse side for additional information

ADDITIONAL DESIRABLE CHARACTERISTICS	<p>Willingness to:</p> <ol style="list-style-type: none">1. Abide by and adhere to Departmental policies and procedures applicable to specific work assignments.2. Provide training, instruction or oversight regarding departmental policies, procedures, standards, and practices to other employees, outside consultants, and/or members of the public.3. Accept constructive criticism and respond appropriately.4. Respond to changes in the work unit in a positive, professional manner.5. Promote positive, collaborative, professional working relations with stakeholders.6. Work professionally with individuals from a wide range of cultural backgrounds.7. Participate in team meetings, committees, special projects, etc., as required and/or assigned by your supervisor/manager.8. Work in a team environment to complete assigned work tasks.
POSITION DESCRIPTION AND LOCATION	<p>This is the journey level for this series for the more difficult program specialist work. Under general supervision, incumbents either: (1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc., associated with a departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.</p> <p>Positions exist in SACRAMENTO ONLY.</p>
EXAMINATION INFORMATION	<p>This examination will consist of a Qualifications Assessment weighted 100%. In order to obtain a position on the eligible list a minimum overall rating of 70% must be attained in the examination.</p>
SCOPE OF EXAMINATION	<p>A. Intermediate Knowledge of:</p> <ol style="list-style-type: none">1. Modern office methods (e.g., filing systems, tracking systems, desk procedures, written/verbal communication, time management, phone etiquette, record keeping, data entry, etc.) to maintain and retrieve information, respond to inquiries from staff and the stakeholders and to effectively train staff on these methods.2. Operating office equipment (e.g., computer software/programs, typewriter, calculator, copy machine, fax machine, scanner, telecommunications devices, shredder, etc.) to process documents and forms, disseminate information to other external agencies, the general public and staff.3. Various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) to maintain an organized filing system that would allow for swift and accurate retrieval of documents/information.4. Basic mathematic equations used in the calculation of fees and other assigned duties that require calculations.5. Grammatical and formatting structure to accurately proofread/correct or produce documents.6. Appropriate laws, rules, regulations, and policies of the State of California governing Pesticide Programs within the Department of Pesticide Regulation to provide information/instruction to staff and stakeholders and to ensure compliance with these rules. <p>B. Ability to:</p> <ol style="list-style-type: none">1. Read and write English at an intermediate level required in the daily operational functions for a successful job performance.2. Follow basic written and/or oral directions from management, supervisor, or technical staff to perform and complete assignments.3. Learn and apply laws, rules, regulations, procedures, and policies in accordance with job duties.4. Use a mouse and keyboard effectively.5. Meet and deal tactfully and effectively with co-workers and stakeholders, either face-to-face or by telephone.6. Perform clerical and technical work at an intermediate level to perform the duties required in the daily operations of the office.7. Perform arithmetic calculations with accuracy.8. Evaluate situations and take effective action.9. Use basic computer software programs such as Excel and Word.10. Lift and carry up to 25 pounds. <p>Skill to:</p> <ol style="list-style-type: none">11. Receive and follow verbal and written directions in order to resolve technical and other problems to ensure work is done accurately.12. Communicate effectively both verbally and in writing to disseminate information, respond to inquiries, and deal tactfully with staff and stakeholders.13. Organize and prioritize daily tasks to perform and/or complete workload within assigned timeframes.14. Spell correctly, and use proper English and grammatical structure (e.g., proper sentence structure, punctuation, vocabulary, etc.) to accurately produce reports, proofread, and correct documents.15. Perform basic clerical duties, such as sorting, filing, maintaining records and proofreading to effectively perform assigned duties.16. Perform mathematical computations to complete basic addition, subtraction, multiplication, division and percentage problems associated with assigned duties that require calculations.17. Apply appropriate laws, rules, regulations, and policies in order to gather and provide information, train staff, respond to inquiries from stakeholders and ensure compliance.
ELIGIBLE LIST INFORMATION	<p>A departmental promotional eligible list will be established for the Department of Pesticide Regulation. The list will expire 12 months after it is established unless the needs of the service and condition of the list warrant a change in this period.</p>
VETERANS' POINTS/ CAREER CREDITS	<p>Veterans' preference points and career credits are <u>not granted</u> in promotional examinations.</p>

See next page for general information.

GENERAL INFORMATION

The California Department of Pesticide Regulation and the State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Americans with Disabilities Act, Title II: The California Department of Pesticide Regulation (DPR) is committed to a strong policy of equal employment opportunity. To this end, DPR does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by DPR on the basis of race, color, national origin, ancestry, religion, creed, sex, marital status, sexual orientation, pregnancy, age, veteran status, political affiliation, or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request. Candidates must be able to perform the essential functions of the position with or without reasonable accommodations.

It is the candidate's responsibility to contact the **Department of Pesticide Regulation, Personnel Services Branch/Examination Unit at (916) 322-4553** prior to the final filing date if they are experiencing problems accessing the Qualifications Assessment or have any questions regarding the examination process.

It is the candidate's responsibility to contact the **Department of Pesticide Regulation, Personnel Services Branch/Examination Unit at (916) 322-4553** three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the **Department of Pesticide Regulation, Personnel Services Branch/Examination Unit at (916) 322-4553** three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, the Department of Pesticide Regulation, and online at the State Personnel Board website at www.jobs.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Promotional Examination only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 234.2, 235, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at departmental personnel offices or at the information counter of State Personnel Board office.

List appointment after a transfer appointment: Effective May 1, 2008, the State Personnel Board will allow an employee who transferred into a class to take an examination for and later receive a list appointment to the same or lower class. Employees, who take an examination under such circumstances must, however, meet the minimum qualifications and be reachable on the resulting list.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examination, investigation may be made of employment records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY device
California Relay Telephone Service for the Deaf or Hearing-Impaired
From TTY phones: 1-800-735-2929
From voice phones: 1-800-735-2922